

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**

905



FROM: Riverside County Information Technology (RCIT)

SUBMITTAL DATE:
February 23, 2016

SUBJECT: Approve the Agreement with Socrata for an Open Data Platform, Without Seeking Competitive Bids, for Three Years. Districts: All; [up to \$955,000 aggregate]; 100 % RCIT Operating Budget - ISF

RECOMMENDED MOTION: That the Board of Supervisors:

1. Approve and execute the agreement with Socrata for an open data platform without seeking competitive bids for three years for a total aggregate amount of \$955,000; and,
2. Authorize the Purchasing Agent, in accordance with Ordinance No. 459, based on the availability of fiscal funding, to sign amendments that do not change the substantive terms of the agreement, as approved by County Counsel.

BACKGROUND:

Summary
(Continued on page 2)

Steve Reneker
Chief Information Officer

FINANCIAL DATA	Current Fiscal Year:	Next Fiscal Year:	Total Cost:	Ongoing Cost:	POLICY/CONSENT (per Exec. Office)
COST	\$ 104,500	\$ 223,000	\$ 955,000	\$	Consent <input type="checkbox"/> Policy <input checked="" type="checkbox"/>
NET COUNTY COST	\$	\$	\$	\$	

SOURCE OF FUNDS: RCIT Operating Budget-ISF
Budget Adjustment:
For Fiscal Year:

C.E.O. RECOMMENDATION: APPROVE
BY:
County Executive Office Signature Jennifer J. Sargent

MINUTES OF THE BOARD OF SUPERVISORS

On motion of Supervisor Jeffries, seconded by Supervisor Tavaglione and duly carried by unanimous vote, IT WAS ORDERED that the above matter is approved as recommended.

Ayes: Jeffries, Tavaglione, Washington, Benoit and Ashley
Nays: None
Absent: None
Date: March 15, 2016
xc: RCIT, Purchasing

Kecia Harper-Ihem
Clerk of the Board
By:
Deputy

Prev. Agn. Ref.: _____ District: _____ Agenda Number: _____

3-19

FORM APPROVED COUNTY COUNSEL 2/23/16
 BY: GREGORY P. PRIAMOS DATE
 Departmental Concurrence
 Lisa Brandl, Director
 PURCHASING & FLEET SERVICES: Lisa Brandl

- A-30
- 4/5 Vote
- Positions Added
- Change Order

**SUBMITTAL TO THE BOARD OF SUPERVISORS, COUNTY OF RIVERSIDE, STATE OF CALIFORNIA
FORM 11: Approve the Agreement with Socrata for an Open Data Platform, Without Seeking
Competitive Bids, for Three Years. Districts: All; [up to \$955,000 aggregate]; 100 % RCIT Operating
Budget - ISF**

DATE: February 23, 2016

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BACKGROUND:

Summary (continued)

The state of California recently adopted Senate Bill 272 which amends the California Public Records Act to require local agencies to create a catalog of enterprise systems. Enterprise systems are defined as computer systems that collect, store, exchange and analyze information collected about the public or systems utilized by multiple departments.

On September 22, 2015 the Board of Supervisors adopted the Open Data Policy which reinforced the county's commitment to creating a high level of openness and transparency to county operations. To facilitate this goal, an open data portal is to be established as a central repository for all county departments. Additionally, in compliance with SB 272 we will publish our catalog of enterprise systems within the portal.

Open Data and Performance Management

A key component of our Open Data initiative is the publication of county performance metrics and goals. Currently county departments and agencies measure their activity and publish monthly, quarterly or annual reports to communicate what they do and how they have performed to internal and external stakeholders.

Examples of performance metrics from other jurisdictions including those from San Mateo County, California (<https://performance.smcgov.org/shared-vision>) and Montgomery County, Maryland (<https://data.montgomerycountymd.gov>) who publish metrics and supporting context to explain the meaning of the services or actives being measured. Some of these metrics include the number of residents with healthcare coverage, voter turnout, number of visitors to county parks and libraries, electricity consumption, investment credit ratings and interest earnings, and hundreds of other metrics measuring nearly all lines of business. These published metrics allow the public to learn how each entity performs against their key performance indicators and over time, how this performance relates to historical norms.

In addition to publication of data and performance metrics for public consumption, internal data sharing environments can be created. These secure internal data stores can assist departments in better understanding and interacting with the significant volumes of protected and confidential information that is entrusted with the county. In these instances, a separate and protected data store within the Socrata platform can be created for internal county use. This allows departments to identify trends, anomalies, and efficiencies by measuring, graphing, charting and mapping their data in a confidential environment. If appropriate, summary tables, graphs, charts and maps can be published or embedded in departmental or other third party websites to communicate with each other or externally with the public.

Socrata

Socrata is a cloud-based, Software as a Service (SaaS) offering, delivered as a complete, turnkey, configurable solution. The Socrata Open Data Portal will provide the county with a complete off site, highly available, web based and mobile friendly set of services. These services will allow the county to publish open data, our annual budget, expenditures, and performance indicators.

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Socrata is the only vendor who can provide the following services within a single interactive cloud based open data platform:

- An open data platform that has passed the Federal Information Security Management Act of 2002 (FISMA) and is in process of completing the Federal Risk and Authorization Management Program (FedRAMP) certification.
- An open data platform that incorporates performance measurement and goal setting that is supported by published open data.
- An open data platform that enables end-users to embed the visualizations they create on external websites, using an intuitive widget similar to the Youtube player.
- An open data platform with the ability to allow end users to automatically download any dataset in 8 standard open formats.
- An open data platform that offers a built-in integration with Esri ArcGis 10.x and allows publishers and users to create rich map mashups by superimposing layers from different datasets on the same map.
- An open data platform that allows publishers to create multiple views on the same dataset, with different access and security settings for each view, allowing them to expose subsets of the data to specific named audiences.
- An open data platform with real-time usage analytics allowing data publishers and site administrators to measure data consumption, distribution and user engagement.

Impact on Citizens and Businesses

Riverside County's Open Data Program will result in the publication of government data and information in user friendly formats in centralized repositories accessible by the public, business and industry consumers, and other governmental agencies. This will improve communication and transparency with the citizens and businesses of our community.

SUPPLEMENTAL:

Additional Fiscal Information

Below is a breakdown of the current and future costs of this proposed contract, including the estimated expansion costs to grow our open data program in subsequent years.

	FY 15/16 (3mths)	FY 16/17	FY 17/18	FY 18/19 (9mths)
Socrata Products	\$49,500	\$198,000	\$309,750	\$267,750
Implementation & Support Uplift	\$55,000	\$25,000	\$25,000	\$25,000
Fiscal Year	\$104,500	\$223,000	\$334,750	\$292,750
Total 3yr Contract Value				\$955,000

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Contract History and Price Reasonableness

In May of 2014, the Purchasing Agent approved Sole Source Justification #14-535 for a not to exceed annual amount of \$24,000 in order to test the Socrata hosted data platform and its functionality and compatibility with RCIT's needs. This trial was extremely successful and resulted in a better, faster customer centric public service data portal.

The proposed agreement is fixed for the first 3 years with options to renew in years 4 and 5. Today RCIT is seeking authorization to proceed with the first 3 years of the agreement and will return to the Board at a future date for authorization to execute the optional fourth and fifth years.

The proposed agreement represents a \$37,400 discount over an annually renewable only contract with Socrata. Additionally, Socrata has agreed to reduce the cost (price per month) of future expansion/growth of our deployment by 25% to 60% from list price, depending on the product and quantity purchased over time. Add-on unit pricing shall not increase by more than 5% annually for years two (2) and three (3) of the contract.

The price provided is in line with other jurisdictions including the cities of Los Angeles, New York, Chicago, San Francisco, and Boston; the counties of Cook, Alameda, and King; and the states of Maryland, Colorado, and Oregon, in addition to federal agencies.

Alternative solutions were considered including the County's GIS partner, Esri, however the available services do not meet the needs of the County at this time to publish performance indicators and key metrics for county services, and the creation of interactive visualizations including real time tables, charts, and graphs of linked published data.



STEVE RENEKER
Chief Information Officer

LOUIS RAJA ARUL DOSS, ACIO
Enterprise Applications Bureau

VEVA HARGUINDEGUY, ACIO
Converged Communications Bureau

JIM SMITH, ACIO
Technology Services Bureau

Date: February 23, 2015

From: Steve Reneker, Chief Information Officer
Tom Mullen, Chief Data Officer

To: Board of Supervisors/Purchasing Agent

Subject: Sole Source Procurement; Request for Socrata Inc., Open Data Platform – Amendment to Sole Source Justification #14-535

The below information is provided in support of my Department requesting approval for a sole source.

1. **Supplier being requested:** Socrata, Inc.
2. **Vendor ID:** 121068
3. **Supply/Service being requested:**
Socrata Open Data Platform. Socrata is a cloud-based, Software as a Service (SaaS) offering, delivered as a complete, turnkey, configurable solution. Associated implementation services are also required. RCIT has an existing Sole Source Justification #14-535 which was used to try out this system on a smaller scale to vet operability, compatibility and function. At this time, RCIT would like to expand to a more robust platform to allow for current and future data publishing and transparency.
4. **Alternative suppliers that can or might be able to provide supply/service and extent of market search conducted:**
Alternative solutions were considered including the County's GIS partner, Esri, however the available services do not meet the needs of the County at this time to publish spatial and non-spatial data, create interactive visualizations including real time charts and graphs of published data, and the use dashboards for measurement of performance metrics for county services.
5. **Unique features of the supply/service being requested from this supplier, which no alternative supplier can provide:**
Socrata is the only vendor who can provide the following services within a single interactive cloud based open data platform:
 - An open data platform that has passed the Federal Information Security Management Act of 2002 (FISMA).
 - An open data platform that enables end-users to embed the visualizations they create on external websites, using an intuitive widget similar to the Youtube player.

- An open data platform with the ability to allow end users to automatically download any dataset in 8 standard open formats (CSV, JSON, XLS, XLSX, PDF, RDF, RSS, XML).
- An open data platform that offers a built-in integration with Esri ArcGis 10.x and allows publishers and users to create rich map mashups by superimposing layers from different datasets on the same map.
- An open data platform that allows publishers to create multiple views on the same dataset, with different access and security settings for each view, allowing them to expose subsets of the data to specific named audiences.
- An open data platform with real-time usage analytics allowing data publishers and site administrators to measure data consumption, distribution and user engagement.

6. Reasons why my department requires these unique features and what benefit will accrue to the county:

To increase accountability and transparency, promote informed public participation, and create economic development opportunities, Riverside County is launching an Open Data program. Socrata is a leading government open data platform that provides a cloud-based, Software as a Service (SaaS) offering, delivered as a complete, turnkey, configurable solution.

7. Period of Performance: From: 4/2016 to 3/2018

Is this an annually renewable contract? No
 Is this a fixed-term agreement: Yes – for the first 3 years*

*Period of performance is 36 months (fixed term), providing funds have been appropriated for this service. Contract contains the provision to extend the contract in years 4 and 5 provided funding is available.

8. Identify all costs for this requested purchase. If approval is for multiple years, ongoing costs must be identified below. If annual increases apply to ongoing costs such as CPI or other contract increases, provide the estimated annual cost for each consecutive year. If the annual increase may exceed the Purchasing Agent’s authority, Board approval must be obtained. (Note: ongoing costs may include but are not limited to subscriptions, licenses, maintenance, support, etc.)

Below is a breakdown of the current and future costs of this proposed contract, including the estimated expansion costs to grow our open data program in subsequent years.

	FY 15/16 (3mths)	FY 16/17	FY 17/18	FY 18/19 (9mths)
Socrata Products	\$49,500	\$198,000	\$309,750	\$267,750
Implementation & Support Uplift	\$55,000	\$25,000	\$25,000	\$25,000
Fiscal Year	\$104,500	\$223,000	\$334,750	\$292,750
Total 3yr Contract Value				\$955,000



Quoted By: Joe Barnett
 Quote #: RivCo_2.19.16
 Quote Date: 2.19.16
 Expiry Date: 3/31/16

Order Form For: County of Riverside (CA)

Customer Contact

Tom Mullen
 Chief Data Officer
 County of Riverside
 Phone: 951-955-1850
 Email: tom.mullen@rivcoit.org

Billing Contact

Socrata, Inc.
 83 S. King St, Suite 107
 Seattle, WA 98104
 Phone: 206-340-8008
 Accounts_Receivable@socrata.com

SKU	Description	Term	Monthly Price	Quantity (months)	Annual Price
SOC-ODP-B	Socrata Open Data Platform - Basic <u>Usage Limits:</u> <ul style="list-style-type: none"> • 100 Datasets • Unlimited Views and Visualizations • Unlimited Users • Unlimited Open Data APIs • Unlimited Premium API's • Native support for geospatial data • Site wide Usage Analytics • Template for landing page • Open data catalogue • ArcGIS Connect 	4/1/16 - 3/31/19	\$3,000	36	\$36,000.00
SOC-GS-B	Socrata Open Performance - Basic <ul style="list-style-type: none"> • 100 Goals • Unlimited Reports • Unlimited Users • Site wide Usage Analytics 	4/1/16 - 3/31/19	\$9,500	36	\$114,000.00
SOC-APP-OB	Socrata Open Budget	4/1/16 - 3/31/19	\$2,000	36	\$24,000.00
SOC-APP-OE	Socrata Open Expenditure	4/1/16 - 3/31/19	\$2,000	36	\$24,000.00
SOC-PS	Socrata Implementation Standard (See accompanying SOW)	One-time	N/A	Not to exceed 360 Hours	\$55,000.00

Annual Software Sub-Total: \$198,000.00

One-time Services Sub-Total: \$55,000.00

Extended 3 Year Total	\$649,000.00
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All primary values quoted in USD
 Pricing is valid until: 3/31/2016 at 5:00pm PST



Standard Conditions

1. By signing this Order Form, you are offering to purchase the products and services listed above. Your offer to purchase becomes a binding commitment upon acceptance by Socrata, and is not subject to the issuance of any further purchase orders, confirmations or other events. Socrata Products and Services descriptions can be viewed in Appendix 1
2. Socrata Standard Terms of Service apply, and may be viewed in Appendix 2.
3. The shipping address listed above will be used to determine the appropriate taxing jurisdiction of the products and services purchased. Billing for subscriptions are in advance, and occur the earlier of the date of County signature, or commencement of the term if explicitly stated herein.
4. Special conditions override standard conditions in the event of an inconsistency.

Special Conditions

1. Socrata will invoice the County for the ongoing software services set forth under this order in 3 equal amounts of \$198,000 on an annual basis with the exception of year one. The invoice for year one will be for the one-time implementation costs as well as the first annual payment for software services (total of \$253,000.00). Year one payment will be due net 30 on 7/1/16.
2. Unless terminated under Section 5 of Appendix 2, all future payments will be due net 30 on the annual anniversary of the subscription start date (4/1 of each year).
3. Riverside County shall have the option to renew the contract annually for year's 4 and 5, pricing for options years 4 and 5 will increase 4% annually.
4. Riverside County may purchase additional Open Performance capacity at the following pricing during the first year of the contract. Add-on pricing shall not increase by more than 5% year over year for years 2 and 3 of the contract

Riverside County Socrata Performance Management Recurring Add-On Pricing		
Product	# of Additional Goals	Price Per Month
Open Performance	25	\$2,000.00
Open Performance	50	\$3,000.00
Open Performance	100	\$5,000.00
Purchased in Minimum Increments of 25 goal		

5. Riverside County may purchase additional Open Data capacity at the following pricing during the first year of the contract. Add-on pricing shall not increase by more than 5% year over year for years 2 and 3 of the contract.

Riverside County Socrata Open Data Recurring Add-On Pricing		
Product	# of Additional Datasets	Price Per Month
Open Data	25	\$700.00
Open Data	50	\$1,250.00
Open Data	100	\$2,250.00
Open Data	250	\$5,000.00
Purchased in Minimum Increments of 25 Datasets		

6. Socrata Rate Card for Future Professional Services Engagements. Rates valid for the first year of the agreement, and subject to change annually

Socrata Client Services Roles and Rates	
Role	Hourly Rate
Socrata Data Analyst	\$151.49
Socrata Designer/Developer	\$151.49
Socrata Program Manager	\$190.58
Socrata Principal Consultant	\$239.45

----- Signature page follows -----



Signatures

By signing below, the undersigned declares that he or she is authorized to execute this Agreement on behalf of County and acknowledge County's acceptance of all terms and conditions of this Agreement:

Socrata:

Socrata, Inc.

DocuSigned by:

Dan Wassel

By: A8D83074EA8E441...

(Signature)

Dan Wassel

(Name typed or printed)

CFO

(Title)

2/23/2016

(Date)

County:

John J. Benoit

By: _____
(Signature)

JOHN J. BENOIT

(Name typed or printed)

CHAIRMAN, BOARD OF SUPERVISORS

(Title)

3/15/16

(Date)

ATTEST:
KECIA HARPER-IHEM, Clerk
[Signature]
DEPUTY

Remittance

To complete this addendum, please complete any open fields above relating to County, sign and date the form, and either 1) scan and email the completed form to contracts@socrata.com or 2) fax the completed form to (206) 452-2010.

The Statement of Work is attached as Exhibit A to this agreement.

FORM APPROVED COUNTY COUNSEL

BY: *[Signature]*
NEAL R. KIPNIS

DATE

Glossary of Terms

Dataset

A dataset is a single physical collection of information, typically modeled as a table of rows and columns of data. Each Socrata Dataset contains queryable data and metadata that is controlled by the dataset publisher. A dataset may have zero or more views – filtered views, maps, charts, calendars or forms. These visualizations are unlimited, whether created by the County or their end-users and do not count as datasets.

The following type of datasets count towards the plan's dataset limit:

- Datasets created from an external database using the Socrata API
- Datasets created by uploading a data file (e.g. csv, xls...etc.)
- Datasets that are links to other web resources – referred to as “External Datasets”
- Datasets created by uploading non-data files (ZIP, PDF, ...etc.)
- Datasets created by uploading geospatial files including KML/KMZ, shapefiles. Each of these geospatial files may contain up to 5 layers.

The list above applies to any published dataset, whether shared publicly or privately.

The following types of datasets do not count towards the plan's dataset limit:

- File attachments that are added to any published dataset
- Datasets created as a result of the Socrata ArcGIS Connector
- Federated datasets from an external domain
- Datasets that are still in Working Copy mode and have not yet been published
- Datasets created as mashups from other existing datasets.

Socrata and the County may agree to break up a very large dataset into multiple smaller datasets to improve performance, without counting these towards the plan's limit.

Open Data API

Application Programming Interface (API) allows authorized computer programs to read and write data from the Socrata system over the Internet. A Socrata Open Data API is automatically created for every published dataset or view.

Premium API

Enterprise-class APIs, created in Socrata API Foundry, to provide scalable, reliable and secure data APIs to mission-critical cloud and mobile applications. Premium APIs can be customized, managed, throttled, and analyzed by Administrators. They also provide full API-specific documentation, client code for developers, an live API console, and an automatically generated API catalog.

Dashboard

An interactive web interface that groups multiple indicator and performance data on a screen. Dashboards show a graphical representation of the current status (snapshot) and historical trends of an organization's key performance indicators using charts and maps.

Goals

Performance achievement targets that are set by the organization and are automatically measured in Socrata Open Performance.

Active Form

A collection of input form fields that make up a data capture interface in Socrata DataCollect. Active Forms can be accessed by a user on the web or via a mobile device. Forms can be switched off and archived, in which case the data remains, but the form is no longer active.

Data Collection App

Active Forms and business logic can be grouped together and deployed as a Data Collection App in the field. The app allows the County to collect data in stages, validate the input at each stage, and apply rules-based logic to support a business process.

Form Submission



Form Submissions are success events that are triggered when a user completes a form, or a collection of forms that are bound to the same app and submits it to the central system. A Form Submission is registered only upon successful completion and capture of the data on the Socrata DataCollect County instance.

Usage Limitations

Storage:	Unlimited
Bandwidth	5 TB
API Calls per Month	100M
Geocoding Requests per month	500,000

Appendix 1: Socrata Products and Services Descriptions

Subscription Services

Socrata Open Data Portal

Applicable SKUs: Soc-ODP-B, Soc-ODP-Ex, Soc-ODP-Int

The Socrata Open Data Portal enables government leaders to deliver on their transparency and digital government initiatives with unprecedented speed and costs savings. The Portal offers a complete software-as-a-service platform that unlocks the organization's data from its legacy silos and puts it into people's hands. It simplifies the entire data lifecycle, from capture and collection to distribution and consumption. Key Open Data Portal functionality includes:

- **Socrata DataSpace:** An elastic cloud-based data storage, indexing and retrieval service that simplifies data management and automatically optimizes access for a wide variety of data sources.
- **Socrata Data Publishing Services:** Easy-to-use tools for publishing and updating data from spreadsheets, file systems and transactional databases, including real-time automated publishing.
- **Socrata Data Discovery and Visualization:** Consumer friendly interfaces that make it easy to discover data, explore it online, visualize it with charts and maps, and share it with others.
- **Socrata Open Data API (SODA):** An open, standards-based API that automatically provides RESTful access and an expressive query language for every dataset.
- **Socrata Open Data Federation Services:** A game-changing technology that enables two or more organizations to exchange and aggregate their data, with one click.
- **Socrata Data Player:** A web widget that allows government agencies to embed live data, maps and charts on their agency websites.
- **Socrata Sitewide Analytics:** Real-time analytics on usage, distribution and traffic patterns for each dataset in the Open Data Portal.
- **Socrata Mondara:** Extends the open data experience to geospatial data that was previously only accessible to GIS experts. Mondara makes it easy for the other 99% of users to create rich online maps instantly, and use this valuable data to power location-based services.
- **Socrata API Foundry:** a powerful wizard-based application that simplifies the creation, deployment and management of enterprise-class APIs for mission-critical cloud and mobile applications. It dynamically creates an API catalog featuring documentation, client code libraries, and an interactive test console for each API to help developers discover, explore, and start using your APIs right away. It also includes enterprise-class capabilities for IT administrators to control fine-grained API access and security, management of application tokens, throttling, and API analytics to monitor trends and usage patterns in real-time.

Socrata Open Data Apps

Applicable SKUs: Soc-OD-311, Soc-OD-CB, Soc-OD-GIS, Soc-OD-EL, Soc-OD-IIM, Soc-OD-DS

As a complementary solution to the Socrata Open Data Portal, Socrata also delivers Socrata Open Data Apps. These apps are ready-to-deploy consumer apps that are purpose built for specific high-value datasets.

- **Open 311 Explorer:** A ready-to-deploy app that extends 311 service request systems to the web and enables effective self-service for residents. This map-based explorer allows residents to check on their service request, visualize what's happening in their neighborhood, and compare service levels across city departments. This app takes 1 dataset, which is updated directly from the city's 311 system.
- **Open Checkbook Explorer:** A ready-to-deploy app that provides easy, intuitive ways for any user to explore and visualize their government's expenditures, by department, by type, and by vendor, for any given date range. The intuitive consumer-style user interface allows users to visualize trends, compare expenditures across departments, find total spend by vendor, and drill-down to the checkbook-level data. The same app can be repurposed for budget exploration.
- **ArcGIS Connect:** Easily Integrates maps from an Esri environment into the Open Data Portal in order to allow GIS professionals to leverage their existing assets and infrastructure, while giving citizens a unified open data experience. For use with ESRI ArcGIS 10.x
- **Open Elections Explorer:** A web and mobile application for disseminating and visualizing up-to-date election results, and ballot measures. The app also includes an interactive map for locating ballot drop boxes, with pertinent voter information. The app gives

citizens an easy way to explore election results using interactive charts while offering the government organization a scalable system that streamlines frequent updates on web and mobile interfaces, as results are tabulated and counted, with no manual intervention.

- **Open Budget App:** A ready-to-deploy app that lets citizens explore their government's budget, along every step of the process, and at every level of the allocation hierarchy. Users, with and without budget data expertise, are able to understand how the budget impacts their interests and their neighborhood, via an intuitive and location-aware UX. For use with Socrata Open Data Portal and as part of the Socrata Financial Transparency Suite of apps that used together, provide an end-to-end view of the flow of public money. Includes up to 15 hours of professional services. U.S. customers only.
- **Open Campaign Finance Explorer:** A web application for disseminating and visualizing campaign finance data for public officials, in a given election period. The application offers an interactive visual experience for the public to view different aspects of a candidate's political campaign contributions including how much and what percentage of their contributions are funded by individuals, non-candidate committees, political parties, and immediate family members. The campaign finance data is presented as a series of dynamically generated charts, maps, and interactive tabular views, in addition to API access for developers. The Open Campaign Finance Explorer offers government organizations a scalable system that streamlines the publishing and automates the presentation of political campaign data to support their transparency mandates.
- **Custom Data Experiences:** Through the use of Socrata's DataSlate, a data experience content and creation tool, we can create custom experiences to match your desired need. This drag-and-drop design tools allows us to create beautiful web and mobile information products for our clients that bring the citizen experience to the modern consumer era. Custom experiences can be scoped and delivered in a fast and cost effective way.

Socrata API Foundry

Applicable SKUs: Soc-AF-S,

Socrata API Foundry offers data-rich organizations a powerful new way to modernize their data integration infrastructure, participate in the data economy, and support developer ecosystems around their data. API Foundry extends any enterprise system or data source with Application Programming Interfaces (APIs) that can be created and deployed in minutes to internal IT programmers, partner organizations, or external developer communities.

Socrata API Foundry includes powerful features that simplify the creation, deployment, and management of developer-ready APIs, including:

- A wizard-based application that allows a business analyst to create, customize, and deploy an API in minutes, from virtually any data source.
- Dynamic creation of an API catalog featuring documentation, client code libraries and an interactive test console for each API, to help developers discover, explore and start using your APIs right away.
- Enterprise-class capabilities for IT administrators to control fine-grained API access and security, manage application tokens, and allocate API resources in real-time.
- Internet-scale SLAs to support API deployments for mission-critical web and mobile applications and other enterprise integration interfaces.
- API analytics to monitor trends and application usage patterns in real-time.

(API Foundry can be sold and deployed as a standalone product or seamlessly integrated into any Socrata product, including the Open Data Portal.)

Socrata Language Packs

Applicable SKUs: Soc-OD-Lan-EN, Soc-OD-Lan-ES, Soc-OD-Lan-FR, Soc-OD-Lan-DE, Soc-OD-Lan-IT, Soc-OD-Lan-PO Soc-GS-Lan-EN, Soc-GS-Lan-ES, Soc-GS-Lan-FR, Soc-GS-Lan-DE, Soc-GS-Lan-IT, Soc-GS-Lan-PO

A customer may choose to localize the Socrata Open Data Portal, or Socrata Open Performance in any Western Language, including English, Spanish, French, Italian, German and Portuguese. The customer will supply translated content in text.

Socrata Open Performance

Applicable SKUs: Soc-GS-B, Soc-GS-Ex, Soc-GS-Ent

Socrata's Open Performance is a performance measurement and reporting platform, designed specifically for government. Open Performance helps public sector leaders bring data, collaboration, and citizen feedback into the decision making process. It simplifies data-driven management, from goal setting, to measuring performance against goals, to communicating progress with internal stakeholders and citizens.

Open Performance takes advantage of Socrata's open data technologies to put performance data into employees' hands, so they can collect, visualize and share that data more easily. Open Performance also introduces these unique design features:

- Easy-to-use interfaces to organize performance data from multiple sources into one cloud-based “data warehouse” that all employees can access, without the need for user licenses.
- A consistent language and common definitions for performance measurement across departments.
- Dynamic dashboards that continuously review progress against goals and allow employees to understand how their programs are connected.
- Automatic calculation and reporting of progress against strategic goals.
- Intuitive drag-and-drop interfaces that give all employees the power to create dynamic reports, and share them with others, instantly.
- An interactive public dashboard that gives citizens easy access to performance information so they can easily understand what their government is doing and offer feedback

Professional Services and Support

Socrata Basic Customer Support Packages

Applicable SKUs: Soc-SU-ODP-B, Soc-SU-GS-B, Soc-SU-DC-B

The Socrata Basic Customer Support Package includes the following elements. This package does not include support for customizations performed by Customer.

Elements include:

- Access to the Socrata knowledge base via the support portal at support.socrata.com
- Access to the Socrata Community portal
- 8:00am to 5:00pm PT Email and Phone support
- Four-hour response window during business hours

Socrata Premier County Support Packages

Applicable SKUs: Soc-SU-ODP-P, Soc-SU-GS-P, Soc-SU-DC-P

The Socrata Premier Customer Support Package includes the following elements. This package does not include support for customizations performed by Customer. Elements include:

- Access to the Socrata knowledge base via the support portal at support.socrata.com
- Access to the Socrata Community portal
- Two (2) Tune-Ups per Year
- Access to the Socrata knowledge base via the support portal at support.socrata.com
- Access to the Socrata Community portal
- 24x7x365 Access to priority Phone and Email support

Outsourced Solution Administration (OSA) – Monthly

Applicable SKUs: Soc-PS-OSA

Outsourced Solution Administration (OSA) is designed for Customers that would like to use a Socrata resource to outsource the management, monitoring, and administration of their Socrata deployment. A named Socrata Client Services resource will be assigned to help administer the Customer's application with specifics to be determined based on the Customer's business needs. Typical services include data curation, data consultation, data cleansing, site design and branding, graphic design, and administrative training. A single unit of this package includes up to 10 hours of OSA services per month for a set term. Up to 10 blocks can be purchased. All monthly hours expire at the end of given month. Customer is responsible for Socrata's travel and expenses in the event of an onsite visit, however this service is generally provided in a remote fashion.

Appendix 2: Socrata Terms of Service

1. **Software Service.** Socrata grants the COUNTY OF RIVERSIDE, a political subdivision of the State of California, (herein referred to as "County"), the right to access and use the Socrata software service up to the capacity purchased, as specified in the order form (Service).
2. **Technical Support.** Based on the terms of the order, Socrata will provide its technical support services to County under its support program listed at <http://support.socrata.com/home>.
3. **Payment.** County must pay all fees as specified on the order, but if not specified then within 30 days of receipt of an invoice. County is responsible for the payment of all sales, use, and other similar taxes (if applicable). County agrees to reimburse Socrata for all pre-approved reasonable out-of-pocket expenses incurred by Socrata during performance of the Services, including travel and associated expenses.
4. **Use of the Service.**
 - a. **County Content** means any datasets, discussion forums, and other interactive areas, features or services which County creates, posts or stores or uploads to the Service or provides to Socrata (including, without limitation, any content, messages, materials, data, data structures, spreadsheets, entries, information, text, music, sound, photos, video, graphics, code or other items or materials).
 - b. **Warranties by County.** County represents and warrants to Socrata that with respect to County Content: (i) it has the lawful right to distribute and reproduce such County Content under this agreement; (ii) none of the County Content impersonates any person or entity or otherwise misrepresents County's affiliation with a person or entity; (iii) none of the County Content is subject to any export control laws or regulations; (iv) there are no unsolicited promotions, political campaigning, advertising or solicitations within such County Content; (v) any personally identifiable information has been provided with the authorization of such person or as authorized by applicable law; (vi) there are no viruses, corrupted data or other harmful, disruptive or destructive files; and (vii) the County Content will not expose Socrata or any user to any harm or liability.
 - c. **Restrictions on the Service.** County may not provide or upload any County Content: (i) that is unlawful, libelous, defamatory, obscene, pornographic, indecent, lewd, suggestive, harassing, threatening, invasive of privacy or publicity rights, abusive, inflammatory, fraudulent or otherwise objectionable; (ii) that would constitute, encourage or provide instructions for a criminal offense, violate the rights of any party, or that would otherwise create liability or violate any local, state, national or international law; or (iii) that may infringe any patent, trademark, trade secret, copyright or other intellectual or proprietary right of any party. The Service is not designed to process or store any information subject to HIPAA, GLB, PCI or other similar sensitive data laws. County must maintain the security of County's passwords or keys provided by Socrata to access and load County Content onto the Service; and accept all risks of unauthorized access to the County Content or other information County uploads to the Service. County is responsible for all activity that occurs under County's account, and County should not share password or key with any unauthorized party.
 - d. **Grant of Rights to Socrata regarding County Content.** During the term of this agreement, County grants Socrata and its affiliates a nonexclusive, royalty-free, perpetual, irrevocable, fully sublicensable, right to use, reproduce, modify, adapt, publish, translate, create derivative works from, distribute, analyze, perform and display County Content in connection with the Service and to provide Socrata services to its users. County understands that once County Content is uploaded to the Service, Socrata and content users may have a limited ability to control or delete such content.
 - e. **No Liability for County Content.** Socrata has no responsibility for any County Content or user content posted, stored or uploaded to the Services, nor is Socrata liable for any mistakes, defamation, slander, libel, omissions, falsehoods, obscenity, pornography or profanity within the Service. County's reliance on any content that it obtains through use of the Service is at County's own risk. Although Socrata has no obligation to monitor any of the County Content or other non-Socrata provided information, SOCRATA RESERVES THE RIGHT TO REMOVE OR EDIT ANY CONTENT WITHOUT ADVANCE NOTICE, AND COUNTY IS SOLELY RESPONSIBLE FOR CREATING BACKUP COPIES OF AND REPLACING ANY COUNTY CONTENT POSTED OR STORED ON THE SERVICE AT COUNTY'S SOLE COST AND EXPENSE. Any use of the Service in violation of the foregoing violates this agreement and may result in, among other things, termination or suspension of County's right to use the Service.

5. **Term and Termination.** This agreement continues for the initial period of three one (1) year periods (thirty six (36) months) (4/1/16-3/31/19), with an option to renew for two (2) additional twelve (12) month periods (4/1/19 through 3/31/20 20 and 4/1/20 through 3/31/21), unless terminated earlier. If either party is in material breach of this agreement or an order, this agreement and the order will terminate at the end of a written 30-day notice period, if the breach has not been cured during such time period.
- If County terminates an order for an uncured material breach by Socrata, Socrata will refund any pre-paid and unused fees through the date of termination.
 - If Socrata terminates an order for an uncured material breach by County, County must pay Socrata all amounts owed under the order.
 - Upon termination of an order and upon request, Socrata will provide Client with access to the Service for purposes of Client exporting or downloading available datasets within the Service. After such 30-day period, Socrata has no obligation to maintain or provide County datasets.
 - Socrata may temporarily suspend or terminate, or both, the Service if County's payment of any invoice is more than 10 days past due.
 - County agrees to the initial three (3) twelve (12) month terms ("Initial Term"), with the option to continue for two (2) additional twelve (12) month periods (each a "Renewal Term"),
 - County represents that funding is available and committed for the first annual period 4/1/16-3/31/17, and is only terminable for cause during that period as set forth under this Section 5. The second and third annual periods during the Initial Term will automatically renew unless Socrata receives by County prior written notice of non-renewal for non-appropriation of funds (contracts@socrata.com) on or before March 1, 2017 for second annual period (4/1/17-3/31/18) or on or before March 1, 2018 for the third annual period (4/1/18-3/31/19). For the avoidance of doubt, for each annual period during the Renewal Term, the Agreement will not renew without mutual written consent of the parties, or a receipt by Socrata of a purchase order from County referring to this Agreement including the total fees due and payable annual term within 30 days of the renewal date.
6. **Proprietary Rights.** Socrata retains all of its intellectual property rights in the Service and underlying software, and no rights, title or interest to the underlying software are transferred to the County. Socrata reserves all rights not granted. County may not rent, lease, resell or operate the Service as a service provider, or reverse engineer the Service. County must use the Service in conformance with applicable laws. County will treat all non-public Socrata information as confidential, and may not disclose or use that information for any purpose, other than for purposes of this agreement.
7. **DISCLAIMER.** EXCEPT AS OTHERWISE EXPLICITLY STATED IN THIS AGREEMENT, THE SERVICE IS PROVIDED ON AN "AS IS" BASIS WITHOUT WARRANTIES OF ANY KIND, EITHER EXPRESS OR IMPLIED. SOCRATA DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, IMPLIED WARRANTIES OF MERCHANTABILITY, AND FITNESS FOR A PARTICULAR PURPOSE. WHILE SOCRATA WILL ATTEMPT TO MAKE COUNTY'S ACCESS AND USE OF THE SERVICE SAFE, SOCRATA CANNOT AND DOES NOT REPRESENT OR WARRANT THAT THE SERVICE IS FREE OF VIRUSES OR OTHER HARMFUL COMPONENTS THAT ARE OUTSIDE SOCRATA'S REASONABLE CONTROL.
8. **LIMIT OF LIABILITY.** SOCRATA IS NOT LIABLE TO COUNTY FOR ANY INDIRECT, CONSEQUENTIAL, INCIDENTAL OR SPECIAL DAMAGES (INCLUDING WITHOUT LIMITATION, LOST PROFITS AND LOST DATA, INFORMATION OR CONTENT) ARISING OUT OF THIS AGREEMENT, REGARDLESS OF THE THEORY OF LIABILITY (INCLUDING NEGLIGENCE AND STRICT LIABILITY). SOCRATA'S TOTAL LIABILITY ARISING OUT OF THIS AGREEMENT IS LIMITED TO THE AMOUNT PAID BY COUNTY WITHIN THE 12-MONTH PERIOD PRIOR TO THE EVENT WHICH GAVE RISE TO THE CLAIM.
9. **Federal Acquisitions.** The Service is a commercial product, developed at private expense, and provided with restricted rights. Use, reproduction, release, modification or disclosure of the Service, or any part thereof, including technical data, by the United States Government is restricted in accordance with Federal Acquisition Regulation 12.212 for civilian agencies and Defense Federal Acquisition Regulation Supplement 227.7202 for military agencies.

Miscellaneous. This agreement and the order form constitutes the entire agreement between the parties and supersedes any prior or contemporaneous negotiations or agreements, whether oral or written, related to this subject matter. Neither party is relying on any representation concerning this subject matter, oral or written, not included in this agreement. No representation, promise or inducement not included in this agreement is binding. No modification or waiver of any term of this agreement is effective unless both parties sign it. Except for the payment of monies, neither party is liable for any non-performance as a result of activities beyond its reasonable control, including without limitation force majeure events. County must comply with applicable export control laws. Socrata rejects additional or conflicting terms of any County form-purchasing document. By submitting ideas, suggestions or feedback to Socrata regarding the Service, County agrees that such items submitted do not contain confidential or proprietary information; and County hereby grants Socrata an irrevocable, unlimited, royalty-free and fully-paid perpetual license to use such items for any business purpose. This agreement is governed by the laws of the state where County's

primary office is located (without regard to conflicts of law principles) for any dispute between the parties or relating in any way to the subject matter of this agreement.

Exhibit A

Statement of Work for County of Riverside, CA



Socrata Implementation (Standard)



Socrata Implementation Service Program (Standard)

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Document Purpose

This Statement of Work (SOW) outlines professional services activities and deliverables that Socrata, Inc. (Socrata) will provide to City of Riverside, CA (Customer). The document defines the consulting services (“Services”) that will be provided by Socrata as part of this Program, and outlines activities, tasks, and deliverables below. It describes expectations for customer participation in the Program and includes Program assumptions. This SOW is subject to the terms of the order form, contract or agreement by and between Socrata and Customer for the Program defined below (the “Program”).

Project Summary

This program will prepare Customer to launch Open Performance, Open Data Programs, and Socrata for Public Finance Programs on the Socrata data platform. It encompasses a robust best practices plan to ensure delivery of Open Data, Open Performance, and Socrata for Public Finance solutions that meet Customer goals, provides knowledge transfer to the Customer team, and allows for growth and expansion of the program.

- This program includes best practices in establishing an Open Data, Performance, and Public Finance programs.
- This program will also lead the customer through the process of developing and executing a data-driven government program that effectively leverages the Socrata solution.
- The site design in this program offers a choice of templates that can be tailored within limits to meet customer branding requirements.
- This program will ensure a baseline Open Data Program is established and the Customer has an ongoing solution for expanding their Open Data Program.
- This program will prepare the Customer to launch an Open Data Portal, Open Budget App, Open Expenditures App, and Open Performance dashboard on the Socrata Platform.

Statement of Work (SOW)




This section details the Services provided to the Customer for this Program. Unless otherwise set forth in the Order Form, activities and deliverables will be provided on a Time and Materials, Not To Exceed, deliverable basis. Socrata services costs are based on a the scope of work defined within this SOW.

The services are delivered using Socrata’s Methodology which is a proven, best practice methodology for our implementation approach to delivering the scope of work defined within this SOW.

Project Approach: Socrata Implementation Methodology

Socrata will deliver the scope defined within this SOW using the Socrata Implementation Methodology, which is defined below:

Implementation Methodology

	Plan	Educate	Design	Data	Build	Launch	Evolve
 People	Stakeholder Business Users Project Manager	Data Steward Executives Program/Project Managers Education team	Business Users Program Manager Data Analyst Web Developer Curators Publishers	Data Steward Program Managers Data Analyst Project Manager Open Data Consultant	Business Users Program Manager Data Analyst Web Designer Admin Curators/Publishers	Business Users Program Manager Admin Education team Customer Success Managers	Business Users Support Education team Customer Success Manager
 Process	Planning Session Education Plan Educate Core team Evaluate Strategic Alignment Project Plan Communication Plan	Best Practices Education Program to create Masters of Digital Government	Design Session Business Work Flow Map Success Criteria definition Technical Design Test Plan Definition	Data Readiness Source system review Publishing Data Flow Map	Configure Solution Test solution & business processes Educate users Validate Success Criteria	Production Readiness Critical Issue Resolution All Business Users Educated Execute Deployment Production Party!	Customer Success Plan Customer Open Data Roadmap Support and Education Programs
 Deliverables	Roadmap Plan Education Plan Project Plan Status Report	Status Report	Design Document Guidebook Status Report	Data workflow plan Status Report	Status Report	Wrap Up Review	Implementation Review

Socrata's Implementation Methodology is a best practice approach to delivering repeatable success with quality and excellence in a timely manner. It is designed to evolve our Customers through the Digital Government Maturity model in an iterative approach providing increased capabilities along their roadmap to becoming a Smart Government.

Implementation Summary of Scope - Open Performance

Socrata's Open Performance Program (Standard) is ideal for customers that have identified a schema of performance goals and associated measurable performance indicators. These performance goals and indicators are generally documented in a strategic performance plan, annual report, or other internal documentation that defines the Customer's vision for improving its programs and achieving specific outcomes. The program will assist with creating a more transparent and accountable government by communicating this information to citizens through an Open Performance website, or develop an internal dashboard that will support departments and programs officials in more effectively engaging with the performance data as part of the Customer's overall performance management process.

Socrata's Open Performance Program (Standard) includes the following services and activities:

- Program implementation plan
- Education plan by role for all users
 - Unlimited access to online training *via* webinars and videos
- User Community Testing, Validation for Deployment success.
- Recommended Marketing program
 - PR kit and social media support for launch events



- ❑ Open Data Service Program
 - ❑ Automate one (1) publishing job for one (1) dataset, including consulting on initial dataset, extraction process, initial upload, and automation
 - ❑ Provides consulting and hands-on assistance with dataset preparation and analysis for a single dataset
 - ❑ Includes consulting around defining dataset structure, restructuring or normalizing data, flattening nested tables and/or joining separate datasets, assistance with data types and uploading files, identify and manipulate data into any applicable data standards, and dataset and column metadata
 - ❑ Templated homepage styling with standard layout options
 - ❑ DNS and SSL setup for one (1) custom domain; SSL certificate included at no cost
- ❑ Curating the Open Performance Dashboard
 - ❑ Socrata performance consultants will engage the customer in a Strategy and Design Session to provide expert advice and recommendations on selecting (curating) the highest value performance indicators from the customer's Performance Measurement Framework to publish in an Open Performance dashboard. In addition, the consultant will make recommendations on how to group or categorize these metrics in a manner that will be intuitive and easy to understand for end users while also helping to convey the vision and values of the government agency or program.
 - ❑ Socrata consultants will assist Customer team in building and deploying its Open Performance dashboard. The dashboard will use a templated Open Performance homepage with standard styling and layout options.
- ❑ Recommendations on Managing Performance Data
 - ❑ In the Strategy and Design Session Socrata consultants will assist the customer in mapping its current data workflow--namely, how the customer currently obtains performance data from data owners--and will make recommendations on short and long term improvements to that process.

Total consulting services not to exceed 160 hours.

Outcomes:

- Deployment of Open Data platform on customer domain
- Customer knowledge transfer to execute adding and curating data
- Automated publishing of at least one (1) dataset
- Deployment of Open Performance Program
- A public relations kit to assist in promoting the launch of their Open Data platform
- Customer has a production Socrata Data Platform established for continuous data publishing and expansion of their Open Performance Program

The Customer domain website will include the delivery of the following modules:

1. Home page
2. Data catalog
3. Custom metadata
4. Goal dashboard(s) and categories



5. Goal pages with measures and supporting narrative
6. Site administration

Stage 1: Plan

The “Plan” stage of the Socrata Implementation Methodology is the first stage in which we create a Program plan that includes the activities, timeline and resources required to deliver the defined outcomes within this SOW. This summary level plan will include incorporating our recommended education plan by role for various Customer team members, a test plan and a marketing and communications plan to be followed during customer launch. The goal of the Plan stage is to confirm scope, resources, timeline, and budget to enable the implementation of Customer project defined within this SOW..

Socrata Recommended Preparation Activities

Tasks for Customer team to complete prior to program start:

- Identify team members and classify into program roles, including:
 - Executives
 - Administrators
 - Publishers
 - Curators
- Define key performance indicators and provide relevant documentation of these performance goals
- Obtain internal approval from leadership to publish some or all of these performance measures.
- Identify key datasets related to performance measures
- Identify corresponding data source systems for selected datasets
- Identify any compelling events or key dates
- Review available template design options

Plan Activities

- Conduct Program planning session
- Creation of detailed Program plan
- Optimize performance measures for publication
- Confirm data readiness for visualizations and other content development
- Evaluate Risk
- Creation of team education plan, to be leveraged during the Educate stage
- Creation of communication plan, to be leveraged during the Launch stage
- Confirmation of scope, timeline, and resources
- Provision production Open Performance platform site for customer use
- Configuration of production Open Data platform site ready for customer use

Plan Deliverables

Socrata Consulting and Education Teams’ deliverables include:



- Program, education, resource, marketing and communication plans
- Initial consulting engagement agenda
- Creation of a QA/QC plan, to be leveraged during the Build stage
- Performance Program Assessment to assist customer in implementing plans to use Open Performance for performance management
- Performance Data readiness evaluation
- Risk assessment
- Production site ready for customer use, e.g. <customername>.data.socrata.com
- Evaluation of existing available data
- Education Plan (Example below)

Customer Team’s deliverables include:

- Applicable Education courses completed prior to start of engagement
- Customer preparation tasks completed as applicable

Education Plan

This Education Plan will specify the approach to educating the Customer team on the Socrata solution. This will include recommendations around pre-engagement beginning and advanced levels of education for the project team and data stewards for identified datasets and corresponding source systems.

Course Description	Suggested Roles
Socrata Fundamentals	<ul style="list-style-type: none"> ● Administrator ● Publisher ● Executive ● Curator
Administering Your Site	<ul style="list-style-type: none"> ● Administrator
Data Integration	<ul style="list-style-type: none"> ● Administrator ● Publisher
Advanced Visualizations	<ul style="list-style-type: none"> ● Administrator ● Publisher ● Curator
Building an Open Performance Dashboard	<ul style="list-style-type: none"> ● Administrator ● Publisher ● Curator



Stage 2: Educate

The “Educate” stage of the Socrata Customer Success Methodology leverages the Socrata Education Program and requires that the initial training prescribed for key Program team members be completed prior to the start of the implementation. This includes Socrata recommended courses for each role per the Education Plan defined in the Plan stage (above).

Educate Activities

- Orientation to Socrata Education Program and the Socrata Knowledge Base
- Core Team Training based on recommended Education Plan
- Develop End User Training Plan and ongoing Training Plan
- Unlimited access to online training *via* webinars and videos
- Based on the Education Program Purchased in Order Agreement the following additional education options are also available:
 - Instructor-led interactive virtual Education courses
 - 2 hours per topic sessions, per a set schedule optimized for US timezones
 - Unlimited course attendance
 - 2 on-site courses per year of your choosing
 - Topics available:
 - Intro to Open Data
 - How to Publish Data
 - Data Readiness
 - Data Integration and Automated Publishing
 - Administration (for Apps, for Open Data, for Open Performance)
 - Advanced Visualizations and Data Storytelling
 - Dashboards and Creating Goals
 - Performance Management
 - Marketing and Communications Planning
 - Includes advanced courses:
 - Promoting Your Launch and Beyond
 - Programmatic Best Practices
 - Best practices on different vehicles for an Open Data policy
 - Assist and facilitate outreach and training of agencies and departments and external users

Educate Deliverables

Socrata Education Teams’ deliverables include:

- Final Education plan by role
- Education plan communication to all team members
- Administrators and Publishers educated and ready for implementation
- Recommended End User Training Plan



Stage 3: Design

The objective of the “Design” stage is to architect the Open Performance platform to meet the goals and objectives defined in the “Plan” stage.

Design Activities

- Conduct Design Session based on Design Session Agenda provided by Socrata
- Obtain Customer Approval of Design recommendations to meet objectives and defined outcomes for this SOW.
- Select templated homepage styling with standard layout options
- Selection of Open Performance landing page template
- Open Performance Dashboard, Category, and Goal structure mapping
- Create Design Document
- Creation of an automated publishing plan including preferred publishing tool for in-scope datasets
- Develop Test Plan for Site review and acceptance testing

Design Deliverables

Socrata Consulting and Education Teams’ deliverables include:

- Automated publishing plan
- Design document
- Performance Goal/Dashboard structure plan
- Automated publishing plan

Customer Team’s deliverables include:

- Completed design requirements questionnaire
- Agreement on design requirements
- Agreement on Performance Dashboard structure plan

Stage 4: Data

The “Data” stage of the Program encompasses the knowledge transfer around the key concepts of data governance (e.g. dataset owners, publishing workflows, ensuring data quality, etc.), and an initial data governance plan for the datasets that will be published in their solution. This stage will also focus on the formatting requirements for the datasets that will be used for performance indicator visualizations and supporting content. This also includes mentorship on metadata, the concepts of custom metadata, and the creation of a metadata schema for Customer. Includes mentoring Customer team on the concepts of a dataset inventory and administration tools for data governance, as well as orientation to their automated publishing options. The next (more advanced) phases of the education plan can be executed during this stage.

Data Activities

- Open Data best practices mentorship



- Overview of Open Data Network, interoperable data standards, opportunities for peer benchmarking
- Data governance mentorship
- Dataset inventory working session for creation of initial dataset inventory based on list of in-scope datasets
- Metadata mentorship and creation of metadata guide
- Data formatting instruction and optimization of Open Performance indicators

Data Deliverables

Socrata Consulting and Education Teams' deliverables include:

- Advanced Education Plan (if applicable)
- Publishing workflow to support in-scope datasets within the Design Document
- Dataset inventory that includes in-scope datasets within the Design Document
- Metadata guide to be included in the Design Document
- Data schema for Performance Indicators
- Data Governance plan

Customer Team's deliverables include:

- One dataset ready for use on the Socrata Open Performance Platform

Stage 5: Build

The objective of the "Build" stage is to architect the Open Performance platform to meet the requirements defined in the "Design" stage.

Build Activities

- Hands-on implementation on site of three performance management sessions with relevant stakeholders with the goal of teaching and empowering program staff to confidently take the lead in these discussions and leverage the customer's Open Performance dashboard. For instance, the Socrata consultant would lead the first session. By the third session customer staff would take the lead with support and feedback from the Socrata consultant. These sessions would address three different distinct performance challenges--for instance, facilitating a discussion with stakeholders regarding variation in length of time for the delivery of a service--or would be implemented with three different departments such as police or parks and recreation.
- Deploy site style to production site according to design document
- Configure custom metadata in platform and usable during upload
- Add Initial users to platform with correct roles per data governance plan
- Load Initial datasets and build initial visualizations
- Configure automated publishing job(s) and operational for at least one key dataset; additional datasets may be supported if Program budget allows
- Verify results meet Program business objectives
- DNS and SSL setup for one (1) custom domain; SSL certificate included at no cost
- Update Test Plan and determine test plan length (recommended 2 week minimum)



- Test and Validate Solution
 - Technical Validation
 - Business Process Validation
 - Review Go-Live Critical Issues
 - Resolve Go-Live Critical Issues
 - End User Acceptance and Stakeholders approval
- Construct dashboard and goal pages according to structure outlined in “Design” phase
- Customer Team completes supporting narrative and visualizations for Performance indicators
- Verify results meet project business objectives

Build Deliverables

Socrata Consulting and Education Teams’ deliverables include:

- Production site tested and validated
- Up-to-date implementation issues log with designated critical issues and resolution tracks
- Additional curator and publisher education plans

Customer Team’s deliverables include:

- Completed QA/QC test plan
- Performance Indicator supporting narrative and visualizations built
- Production site tested and validated
- Up-to-date implementation issues log with designated critical issues and resolution tracks
- Additional curator and publisher education plans
- Execute End User Training program

Stage 6: Launch

The “Launch” stage of the Program is the final stage focused on production readiness. It includes the activities for preparing the Customer team for using the new Socrata Data Platform in production effective on the designated Go-Live date. This stage will ready the Customer team for following new business practices and processes for using data on the Socrata platform as well as providing education and marketing activities for all end users to understand the value of the data available and how best to use the data to optimize their operations or provide them with important information about the government organization, programs and/or performance. This audience may be the general public or users internal to the organization. Socrata will provide support to the Customer team during this stage.

Launch Activities

- Confirm Go-Live date
- Launch activities (events, announcements, etc.) confirmed
- Execute Marketing communication plan (both internal and external)
- Confirm SOW scope complete
- Confirm customer has signed up for Socrata Customer Community and appropriate user groups
- Conduct Program Wrap Up Session
- Transition to Customer Success and Customer Support



Launch Deliverables

Socrata Consulting and Education Teams' deliverables include:

- Production site launched
- Education on Customer Success Plan and Customer Support processes

Customer Team's deliverables include:

- Confirm final user acceptance; Product site meets success criteria defined in SOW

Outside of Scope

This SOW does not include the following activities:

- Data analysis services
- Consulting services beyond those described in the scope of this SOW
- Customizations to the Open Performance Platform Product
- Customizations to the Open Data Platform Product
- Customizations to the selected design template beyond those defined in requirements
- Socrata offers additional services to assist customers in developing and architecting a framework of performance metrics.
- Best practices in building Digital Government Strategic Plan and roadmap or guidebook.

Implementation Summary of Scope - Open Data Portal

Based on our current understanding of your needs, we have defined the following summary scope for your implementation plan:

Service Packages Included:

- Program implementation plan
- Education plan by role for all users
 - Unlimited access to online training *via* webinars and videos
- Recommended Marketing program
 - PR kit and social media support for launch events
- Open Data Service Program
 - Automate one (1) publishing job for one (1) dataset, including consulting on initial dataset, extraction process, initial upload, and automation
 - Provides consulting and hands-on assistance with dataset preparation and analysis for a single dataset
 - Includes consulting around defining dataset structure, restructuring or normalizing data, flattening nested tables and/or joining separate datasets, assistance with data types and uploading files, identify and manipulate data into any applicable data standards, and dataset and column metadata
 - Templated homepage styling with standard layout options
 - DNS and SSL setup for one (1) custom domain; SSL certificate included at no cost



- ☐ User Community Testing, Validation for Deployment success.

Total consulting services not to exceed 120 hours.

Outcomes:

- Deployment of Open Data platform on customer domain
- Customer knowledge transfer to execute adding and curating data
- Automated publishing of at least one (1) dataset
- Customer has a production Socrata Data Platform established for continuous data publishing

The Customer domain website will include the delivery of the following modules:

1. Home page
2. Catalog
3. Custom metadata
4. Dataset nomination
5. Administration

Stage 1: Plan

The “Plan” stage of the Socrata Implementation Methodology is the first stage in which we create a Program plan that includes the activities, timeline and resources required to deliver the defined outcomes within this SOW. This summary level plan will include incorporating our recommended education plan by role for various Customer team members, a test plan and a marketing and communications plan to be followed during customer launch. The goal of the Plan stage is to confirm scope, resources, timeline, and budget to enable the implementation of Customer project defined within this SOW.

Socrata Recommended Preparation Activities

Tasks for Customer team to complete prior to Program start:

- Identify team members and classify into Program roles, including:
 - Executives
 - Administrators
 - Publishers
 - Curators
- Identify key datasets for Program engagement
- Identify corresponding data source systems for selected datasets
- Identify any compelling events or key dates
- Review available template design options

Plan Activities

- Program planning session
- Creation of detailed Program plan
- Data readiness evaluation
- Risk assessment



- Creation of team education plan, to be leveraged during the Educate stage
- Creation of communication plan, to be leveraged during the Launch stage
- Confirmation of scope, timeline, and resources
- Configuration of production Open Data platform site ready for customer use

Plan Deliverables

Socrata Consulting and Education Teams' deliverables include:

- Program, education, resource, marketing and communication plans
- Initial consulting engagement agenda
- Creation of a QA/QC plan, to be leveraged during the Build stage
- Data readiness evaluation
- Risk assessment
- Production site ready for customer use, e.g. <customername>.data.socrata.com

Customer Team's deliverables include:

- Applicable Education courses completed prior to start of engagement
- Customer preparation tasks completed as applicable

Education Plan

This Education Plan will specify the approach to educating the Customer team on the Socrata solution. This will include recommendations around pre-engagement beginning and advanced levels of education for the Program team and data stewards for identified datasets and corresponding source systems.

Course Description	Suggested Roles
Socrata Fundamentals	<ul style="list-style-type: none"> ● Administrator ● Publisher ● Executive ● Curator
Administering Your Site	<ul style="list-style-type: none"> ● Administrator
Data Integration	<ul style="list-style-type: none"> ● Administrator ● Publisher
Data Integration Office Hours	<ul style="list-style-type: none"> ● Administrator ● Publisher
Advanced Visualizations	<ul style="list-style-type: none"> ● Administrator ● Publisher ● Curator



Stage 2: Educate

The “Educate” stage of the Socrata Customer Success Methodology leverages the Socrata Education Program and requires that the initial training prescribed for key Program team members be completed prior to the start of the implementation. This includes Socrata recommended courses for each role per the Education Plan defined in the Plan stage (above).

Educate Activities

- Orientation to Socrata Education Program and the Socrata Knowledge Base
- Core Team Training based on recommended Education Plan
- Develop End User Training Plan and ongoing Training Plan
- Unlimited access to online training *via* webinars and videos
- Based on the Education Program Purchased in Order Agreement the following additional education options are also available:
 - Instructor-led interactive virtual Education courses
 - 2 hours per topic sessions, per a set schedule optimized for US timezones
 - Unlimited course attendance
 - 2 on-site courses per year of your choosing
 - Topics available:
 - Intro to Open Data
 - How to Publish Data
 - Data Readiness
 - Data Integration and Automated Publishing
 - Administration (for Apps, for Open Data, for Open Performance)
 - Advanced Visualizations and Data Storytelling
 - Dashboards and Creating Goals
 - Performance Management
 - Marketing and Communications Planning
 - Includes advanced courses:
 - Promoting Your Launch and Beyond
 - Programmatic Best Practices
 - Best practices on different vehicles for an Open Data policy
 - Assist and facilitate outreach and training of agencies and departments and external users

Educate Deliverables

Socrata Consulting and Education Teams’ deliverables include:

- Final Education plan by role
- Education plan communication to all team members
- Administrators and Publishers educated and ready for implementation
- Recommended End User Training Plan



Stage 3: Design

The objective of the “Design” stage is to architect the Open Data platform to meet the goals and objectives defined in the “Plan” stage.

Design Activities

- Conduct Design Session based on Design Session Agenda provided by Socrata
- Obtain Customer Approval of Design recommendations to meet objectives and defined outcomes for this SOW.
- Select templated homepage styling with standard layout options
- Create Design Document
- Creation of an automated publishing plan including preferred publishing tool for in-scope datasets
- Develop Plan for Site review and acceptance testing

Design Deliverables

Socrata Consulting and Education Teams’ deliverables include:

- Automated publishing plan
- Design document
- Organizational structure and business model mapping

Customer Team’s deliverables include:

- Completed design requirements questionnaire
- Agreement on design requirements

Stage 4: Data

The “Data” stage of the Program encompasses the knowledge transfer around the key concepts of data governance (e.g. dataset owners, publishing workflows, ensuring data quality, etc.), and an initial data governance plan for the datasets that will be published in their solution. This also includes training on metadata, the concepts of custom metadata, and the creation of a metadata schema for Customer. Includes coaching customer team on the concepts of a dataset inventory and administration tools for data governance, as well as orientation to their automated publishing options. The next (more advanced) phases of the education plan will be executed during this stage.

Data Activities

- Open Data best practices mentorship
- Overview of Open Data Network, interoperable data standards, opportunities for peer benchmarking
- Dataset inventory review based on list of in-scope datasets
- Metadata mentorship and creation of metadata guide
- Mentorship on automated publishing options and strategy



Data Deliverables

Socrata Consulting and Education Teams' deliverables include:

- Advanced Education Plan (if applicable)
- Publishing workflow to support in-scope datasets within the Design Document
- Dataset inventory template
- Documented metadata schema for in-scope datasets within the Design Document
- Data Governance plan

Customer Team's deliverables include:

- One dataset ready for use on the Socrata Platform

Stage 5: Build

The objective of the "Build" stage is to architect the Open Data platform to meet the requirements defined in the "Design" stage.

Build Activities

- Deploy site style to production site according to design document
- Configure custom metadata in platform and usable during upload
- Add Initial users to platform with correct roles per data governance plan
- Load Initial datasets and build initial visualizations
- Configure automated publishing job(s) and operational for at least one key dataset; additional datasets may be supported if Program budget allows
- Verify results meet Program business objectives
- DNS and SSL setup for one (1) custom domain; SSL certificate included at no cost
- Update Test Plan and determine test plan length (recommended 2 week minimum)
- Test and Validate Solution
 - Technical Validation
 - Business Process Validation
 - Review Go-Live Critical Issues
 - Resolve Go-Live Critical Issues
- End User Acceptance and Stakeholders approval

Build Deliverables

Socrata Consulting and Education Teams' deliverables include:

- Production site tested and validated
- Up-to-date implementation issues log with designated critical issues and resolution tracks
- Additional curator and publisher education plans
- Execute End User Training program

Customer Team's deliverables include:

- Completed QA/QC test plan



- End User Acceptance and Stakeholder Approval
- End User Training completed

Stage 6: Launch

The “Launch” stage of the Program is the final stage focused on production readiness. It includes the activities for preparing the Customer team for using the new Socrata Data Platform in production effective on the designated Go-Live date. This stage will ready the Customer team for following new business practices and processes for using data on the Socrata platform as well as providing education and marketing activities for all end users to understand the value of the data available and how best to use the data to optimize their operations or provide them with important information about the government organization, programs and/or performance. This audience may be the general public or users internal to the organization. Socrata will provide support to the Customer team during this stage.

Launch Activities

- Confirm Go-Live date
- Launch activities (events, announcements, etc.) confirmed
- Execute Marketing communication plan (both internal and external)
- Confirm SOW scope complete
- Confirm customer has signed up for Socrata Customer Community and appropriate user groups
- Conduct Program Wrap Up Session
- Transition to Customer Success and Customer Support

Launch Deliverables

Socrata Consulting and Education Teams’ deliverables include:

- Production site launched
- Education on Customer Success Plan and Customer Support processes

Customer Team’s deliverables include:

- Confirm final user acceptance; Product site meets success criteria defined in SOW

Outside of Scope

This SOW does not include the following activities:

- Data analysis services
- Consulting services beyond the identified datasets
- Customizations to the Open Data Platform Product
- Customizations to the selected design template beyond those defined in requirements



Implementation Summary of Scope - Socrata for Public Finance

Based on our current understanding of your needs, we have defined the following summary scope for your implementation plan:

Service Packages Included:

- Implementation of one each of the following Socrata for Public Finance products
 - Open Expenditures
 - Open Budget
- Program implementation plan
- Education plan by role for all users
 - Unlimited access to online training *via* webinars and videos
- Best practices Open Data Design, Development and documentation.
- User Community Testing, Validation for Deployment success.
- Recommended Marketing program
- PR kit and social media support for launch events

Total professional services hours not to exceed 80 hours in aggregate among Socrata staff.

Outcomes:

- Deployment of two (2) Socrata for Public Finance products on customer domain
- Socrata for Public Finance Administration Panel
- Automated publishing of datasets required for the Socrata for Public Finance sites
- Customer has established a strategy with structured processes, and procedures to manage an effective Open Data program
- Customer equipped with knowledge and resources to administer the Socrata for Public Finance sites and the open data platform
- A public relations kit to assist in promoting the launch of their Socrata for Public Finance application

The Customer open data platform website will include the delivery of the following modules:

1. Catalog
2. Administration

Stage 1: Plan

The “Plan” stage of the Socrata Implementation Methodology is the first stage in which we create a Program plan that includes the activities, timeline and resources required to deliver the defined outcomes within this SOW. This summary level plan will include incorporating our recommended education plan by role for various Customer team members, a test plan and a marketing and communications plan to be followed during customer launch. The goal of the Plan stage is to confirm scope, resources, timeline, and budget to enable the implementation of Customer project defined within this SOW.



Socrata Recommended Preparation Activities

Tasks for Customer Team to complete prior to project start

- Identify team members and classify into project roles (some individuals may hold multiple roles), including:
 - Executives
 - Administrators
 - Publishers
 - Finance Data Experts
 - Curators
- Review Socrata for Public Finance data schemas
- Identify and document key datasets for Project engagement
- Identify and document corresponding data source systems for selected datasets
- Identify and document any compelling events or key dates
- Review available template design options

Plan Activities

These activities will initiate the project and will be performed with the Program Manager

- Conduct Program planning session
- Creation of detailed Program plan
- Confirm data readiness for visualizations and other content development
- Evaluate Risk
- Creation of team education plan, to be leveraged during the Educate stage
- Creation of communication plan, to be leveraged during the Launch stage
- Confirmation of scope, timeline, and resources
- Organizational structure review
- Evaluate existing available data

Plan Deliverables

Socrata Consulting and Education Teams' deliverables include:

- Program, education, resource, marketing and communication plans
- Initial consulting engagement agenda
- Creation of a QA/QC plan, to be leveraged during the Build stage
- Data readiness evaluation
- Production site provisioned for customer use, e.g. <customername>.data.socrata.com
- Risk assessment
- Evaluation of existing available data
- Education Plan (Example below)

Customer Team's deliverables include:

- Applicable Education courses completed prior to start of engagement
- Customer preparation tasks completed as applicable



Education Plan

This Education Plan will specify the approach to educating the Customer team on the Socrata solution. This will include recommendations around pre-engagement, beginning, and advanced levels of education for the project team and data stewards for identified datasets and corresponding source systems.

Course Description	Suggested Roles
Socrata Fundamentals	<ul style="list-style-type: none"> ● Administrator ● Publisher ● Executive ● Curator
Data Integration	<ul style="list-style-type: none"> ● Administrator ● Publisher
Data Integration Office Hours	<ul style="list-style-type: none"> ● Administrator ● Publisher
Application: Admin Panel	<ul style="list-style-type: none"> ● Administrator
Budget Schema Overview	<ul style="list-style-type: none"> ● Administrator
Expenditures Schema Overview	<ul style="list-style-type: none"> ● Administrator

Stage 2: Educate

The “Educate” stage of the Socrata Customer Success Methodology leverages the Socrata Education Program and requires that the initial training prescribed for key Program team members be completed prior to the start of the implementation. This includes Socrata recommended courses for each role per the Education Plan defined in the Plan stage (above).

Educate Activities

- Orientation to Socrata Education Program and the Socrata Knowledge Base
- Core Team Training based on recommended Education Plan
- Develop End User Training Plan and ongoing Training Plan
- Unlimited access to online training *via* webinars and videos
- Based on the Education Program Purchased in Order Agreement the following additional education options are also available:
 - Instructor-led interactive virtual Education courses
 - 2 hours per topic sessions, per a set schedule optimized for US timezones



- Unlimited course attendance
- 2 on-site courses per year of your choosing
- Topics available:
 - Intro to Open Data
 - How to Publish Data
 - Data Readiness
 - Data Integration and Automated Publishing
 - Administration (for Apps, for Open Data, for Open Performance)
 - Advanced Visualizations and Data Storytelling
 - Dashboards and Creating Goals
 - Performance Management
 - Marketing and Communications Planning
 - Includes advanced courses:
 - Promoting Your Launch and Beyond
 - Programmatic Best Practices
- Best practices on different vehicles for an Open Data policy
- Assist and facilitate outreach and training of agencies and departments and external users

Educate Deliverables

Socrata Education Teams' deliverables include:

- Final Education plan by role
- Education plan communication to all team members
- Administrators and Publishers educated and ready for implementation
- Recommended End User Training Plan

Stage 3: Design

The objective of the “Solution Design” stage is to architect the Socrata for Public Finance site to meet the goals and objectives defined in the “Plan” stage.

Design Activities

- Conduct Design Session based on Design Session Agenda provided by Socrata
- Obtain Customer Approval of Design recommendations to meet objectives and defined outcomes for this SOW.
- Select templated homepage styling with standard layout options
- Determine data hierarchy for each application with respect to organization's own finance practices
- Provision of images, logos, assets for Socrata for Public Finance site
- Create Design Document
- Creation of an automated publishing plan including preferred publishing tool for in-scope datasets
- Develop Test Plan for Site review and acceptance testing



Design Deliverables

Socrata Consulting and Education Teams' deliverables include:

- Automated publishing plan
- Design document
- Financial data architecture diagram

Customer Team's deliverables include:

- Completed design requirements questionnaire
- Agreement on design requirements
- Agreement on Financial plan

Stage 4: Data

The "Data" stage of the Program encompasses the knowledge transfer around the key concepts of data governance (e.g. dataset owners, publishing workflows, ensuring data quality, etc.), and an initial data governance plan for the datasets that will be published in their solution. This stage will also focus on the formatting requirements for the datasets that will be used for performance indicator visualizations and supporting content. This also includes mentorship on metadata, the concepts of custom metadata, and the creation of a metadata schema for Customer. Includes mentoring Customer team on the concepts of a dataset inventory and administration tools for data governance, as well as orientation to their automated publishing options. The next (more advanced) phases of the education plan can be executed during this stage.

Data Activities

- Dataset inventory working session for creation of initial dataset inventory based on list of in-scope datasets
- Public Finance Schema mentorship

Data Deliverables

Socrata Consulting and Education Teams' deliverables include:

- Advanced Education Plan (if applicable)
- Publishing workflow to support in-scope datasets within the Design Document
- Dataset inventory that includes in-scope datasets within the Design Document
- Metadata guide to be included in the Design Document
- Data schema for Financial data

Customer Team's deliverables include:

- Datasets consistent with data architecture and schema outlined in the planning phase for the Socrata for Public Finance site



Stage 5: Build

The objective of the “Build” stage is to architect the Socrata for Public Finance data platform to meet the requirements defined in the “Design” stage.

Build Activities

- Deploy site style to production site according to design document
- Add Initial users to platform with correct roles per data governance plan
- Load Initial datasets and build initial visualizations
- Configure automated publishing job(s) and operational for at least one key dataset; additional datasets may be supported if Program budget allows
- Verify results meet Program business objectives
- DNS and SSL setup for one (1) custom domain; SSL certificate included at no cost
- Update Test Plan and determine test plan length (recommended 2 week minimum)
- Test and Validate Solution
 - Technical Validation
 - Business Process Validation
 - Review Go-Live Critical Issues
 - Resolve Go-Live Critical Issues
 - End User Acceptance and Stakeholders approval
- Customer Team completes supporting narrative and visualizations for Financial information
- Verify results meet project business objectives

Build Deliverables

Socrata Consulting and Education Teams’ deliverables include:

- Production site tested and validated
- Up-to-date implementation issues log with designated critical issues and resolution tracks
- Additional curator and publisher education plans

Customer Team’s deliverables include:

- Completed QA/QC test plan
- Production site tested and validated
- Up-to-date implementation issues log with designated critical issues and resolution tracks
- Additional Financial users, curator and publisher education plans
- Completed User Acceptance Testing document and sign-off for one of the Socrata for Finance product website.

Stage 6: Launch

The “Launch” stage of the Program is the final stage focused on production readiness. It includes the activities for preparing the Customer team for using the new Socrata Data Platform in production effective on the designated Go-Live date. This stage will ready the Customer team for following new business practices and processes for using data on the Socrata platform as well as providing education and



marketing activities for all end users to understand the value of the data available and how best to use the data to optimize their operations or provide them with important information about the government organization, programs and/or performance. This audience may be the general public or users internal to the organization. Socrata will provide support to the Customer team during this stage.

Launch Activities

- Confirm Go-Live date
- Launch activities (events, announcements, etc.) confirmed
- Execute Marketing communication plan (both internal and external)
- Confirm SOW scope complete
- Confirm customer has signed up for Socrata Customer Community and appropriate user groups
- Conduct Program Wrap Up Session
- Transition to Customer Success and Customer Support

Launch Deliverables

Socrata Consulting and Education Teams' deliverables include:

- Production sites launched per in scope within this SOW
- Education on Customer Success Plan and Customer Support processes

Customer Team's deliverables include:

- Confirm final user acceptance; Product site(s) meet(s) success criteria defined in SOW

Outside of Scope

This SOW does not include the following activities:

- Consulting services beyond those described in the scope of this SOW
- Customizations to the Financial Products
- Customizations to the Open Data Platform Product
- Customizations to the selected design template beyond those defined in requirements
- Use of the Open Data Platform Product beyond what is necessary to power the Socrata for Public Finance Products (ie. uploading further datasets, tabular or otherwise)

Key Assumptions and Responsibilities

Socrata's performance and successful completion of this SOW is predicated on the full commitment and participation of customer management and personnel as scheduled in the Project plan. Delays in performance of these responsibilities may result in additional cost and/or delay of the completion of the Project, and will be handled in accordance with the Change Procedures (below), as will any deviations that arise during the Project.

Deviations that arise during the project will be managed through the procedure described in Appendix A - Project Change Management Procedure, and may result in adjustments to the Project



Scope, Estimated Schedule, Charges and other terms. These adjustments may include charges on a time and materials basis using the Socrata standard rates in effect from time to time for any resulting additional work or waiting time.

- Socrata will provide the Services under this SOW during normal business hours. If necessary, Customer will provide Socrata personnel with after-hours access to their facilities for any on-site work. Socrata personnel may work hours other than those defined as normal business hours to accommodate their travel schedules, Customer requests, and to accomplish specified deliverables in this SOW.
- Socrata will provide the Services under this SOW during normal business hours, {8:30 AM to 5:30 PM Monday through Friday local time}, except holidays. If necessary, Customer will provide Socrata personnel with after-hours access to their facilities. Out-of-town personnel may work hours other than those defined as normal business hours to accommodate their travel schedules, Customer requests and completion of deliverables in this SOW.
- All issues or questions raised by Socrata team and Customer personnel within a reasonable timeframe depending on the issue will be addressed by the Program team. Timely response is imperative if the Program is to maintain an aggressive rate of progress.
- Socrata and Customer will review scope and deliverable expectations before work begins in order to assure a common understanding by both parties.
- One consulting day = 8 hours, One consulting week = 40 hours (per person) for scheduled weekdays. Weekend days requested to support the project will be billed at time and half for all hours worked plus travel.

Many aspects of the work will require knowledge and background that can only be provided by Customer's staff. We recommend the following staff assignments, which can be completed by one individual or by multiple individuals:

Recommended Customer Roles	
Resource Role	Key Attributes
Executive	Department head with the ability to mandate process change and exercise budgetary control.
Program Manager	Program monitoring, planning and execution of the Program..
Curator	Expert on a particular data area, e.g. a Subject Matter Expert Expertise on the curation and context required for data publishing
Publisher	Ensure optimal utilization of Open Data solutions Expertise on the use of the Socrata solution Participate in the extraction and publishing of content
Administrator	Strategic and tactical responsibility for the Socrata landscape Proficient in maintaining Socrata solution

	Establish and enforce effective configuration management processes
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The actual amount of time requiring Customer staff resources will fluctuate weekly according to the various stages of the Project. Definition of Customer staff resource requirements will be identified during initial planning.

Customer Responsibilities

- Provide resources to review and approve the deliverables as they are processed and tracked to the Program plan. Any deviation from this delivery and review schedule may impact the Program.
- Provide expertise to support the initiative on a timely basis as requested by the Socrata team.
- Ensure that its staff is available to provide such assistance as Socrata reasonably requires and that Socrata is given reasonable access to Customer senior management, as well as any members of its staff to enable Socrata to provide the Services, if any. Customer will ensure that its' staff have the appropriate skills and experience. If any Customer staff fails to perform as required, Customer will provide suitable additional or alternative staff to complete activities defined within the SOW.
- Prior to the start of this SOW, Customer will designate a person called Program or Project Manager who will be the focal point for Socrata communications relative to this Program and will have the authority to act on behalf of the Customer in all matters regarding this Program. The Customer Program/Project Manager's responsibilities include:
 - Manage the Customer's personnel and responsibilities for this Program.
 - Serve as the interface between Socrata and all Customer departments participating in the Program, including participating in all status meetings.
 - Administer the Program Change Management Procedure with the Socrata Program Manager.
 - Obtain and provide information, data, and decisions within three working days of Socrata's request unless Customer and Socrata agree in writing to a different response time.

Socrata Responsibilities

In addition to the Socrata Project Manager, additional Socrata resources may be utilized to deliver on the successful execution of this SOW.

The Socrata Project Manager will communicate regularly to the Customer Project Manager including:

- Weekly status reports
- Project Budget remaining
- Agenda for all meetings and document meeting notes and action items

Socrata Roles

Resource Role	Key Attributes
Account Manager	Escalation resource for Customer regarding consulting services
Program Manager	Lead consultant. Program monitoring, planning, and execution of the engagement as describe in this SOW.
Customer Success Manager	Responsible for support and monitoring of Program adoption and usage. Providing guidance on next phase of customer roadmap
Support Specialist	Provide technical support for product issues

Key Assumptions and Responsibilities

Socrata's performance and successful completion of this SOW is predicated on the full commitment and participation of customer management and personnel as scheduled in the Program plan. Delays in performance of these responsibilities may result in additional cost and/or delay of the completion of the Program, and will be handled in accordance with the Change Procedures (below), as will any deviations that arise during the Program.

Deviations that arise during the program will be managed through the procedure described in Appendix A - Program Change Management Procedure, and may result in adjustments to the Program Scope, Estimated Schedule, Charges and other terms. These adjustments may include charges on a time and materials basis using the Socrata standard rates in effect from time to time for any resulting additional work or waiting time.

- Socrata will provide the Services under this SOW during normal business hours. If necessary, Customer will provide Socrata personnel with after-hours access to their facilities for any on-site work. Socrata personnel may work hours other than those defined as normal business hours to accommodate their travel schedules, Customer requests, and to accomplish specified deliverables in this SOW.
- Socrata will provide the Services under this SOW during normal business hours, {8:30 AM to 5:30 PM Monday through Friday local time}, except holidays. If necessary, Customer will provide Socrata personnel with after-hours access to their facilities. Out-of-town personnel may work hours other than those defined as normal business hours to accommodate their travel schedules, Customer requests and completion of deliverables in this SOW.
- All issues or questions raised by Socrata team and Customer personnel within a reasonable timeframe depending on the issue will be addressed by the Program team. Timely response is imperative if the Program is to maintain an aggressive rate of progress.
- Socrata and Customer will review scope and deliverable expectations before work begins in order to assure a common understanding by both parties.



- One consulting day = 8 hours, One consulting week = 40 hours (per person) for scheduled weekdays. Weekend days requested to support the project will be billed at time and half for all hours worked plus travel.

Many aspects of the work will require knowledge and background that can only be provided by Customer's staff. We recommend the following staff assignments, which can be completed by one individual or by multiple individuals:

Recommended Customer Roles	
Resource Role	Key Attributes
Executive	Department head with the ability to mandate process change and exercise budgetary control.
Program Manager	Overall Program monitoring, planning and execution of the Program..
Curator	Expert on a particular data area, e.g. a Subject Matter Expert Expertise on the curation and context required for data publishing
Publisher	Ensure optimal utilization of Open Data solutions Expertise on the use of the Socrata solution Participate in the extraction and publishing of content
Administrator	Strategic and tactical responsibility for the Socrata landscape Proficient in maintaining Socrata solution Establish and enforce effective configuration management processes

The actual amount of time requiring Customer staff resources will fluctuate weekly according to the various stages of the Program. Definition of Customer staff resource requirements will be identified during initial planning.

Customer Responsibilities

- Provide resources to review and approve the deliverables as they are processed and tracked to the Program plan. Any deviation from this delivery and review schedule may impact the Program.
- Provide expertise to support the initiative on a timely basis as requested by the Socrata team.
- Ensure that its staff is available to provide such assistance as Socrata reasonably requires and that Socrata is given reasonable access to Customer senior management, as well as any members of its staff to enable Socrata to provide the Services, if any. Customer will ensure that its' staff have the appropriate skills and experience. If any Customer staff fails to perform as required, Customer will provide suitable additional or alternative staff to complete activities defined within the SOW.
- Prior to the start of this SOW, Customer will designate a person called Program or Project Manager who will be the focal point for Socrata communications relative to this Program and will have the authority to act on behalf of the Customer in all matters regarding this Program. The Customer Program/Project Manager's responsibilities include:



- Manage the Customer’s personnel and responsibilities for this Program.
- Serve as the interface between Socrata and all Customer departments participating in the Program, including participating in all status meetings.
- Administer the Program Change Management Procedure with the Socrata Program Manager.
- Obtain and provide information, data, and decisions within three working days of Socrata’s request unless Customer and Socrata agree in writing to a different response time.

Socrata Responsibilities

In addition to the Socrata Program Manager, additional Socrata resources may be utilized to deliver on the successful execution of this SOW.

The Socrata Program Manager will communicate regularly to the Customer Project Manager including:

- Weekly status reports
- Program Budget remaining
- Agenda for all meetings and document meeting notes and action items

Socrata Roles	
Resource Role	Key Attributes
Account Manager	Escalation resource for Customer regarding consulting services
Program Manager	Lead consultant. Program monitoring, planning, and execution of the engagement as describe in this SOW.
Customer Success Manager	Responsible for support and monitoring of Program adoption and usage. Providing guidance on next phase of customer roadmap
Support Specialist	Provide technical support for product issues
Data Analyst	Assist with the transformation and extraction of data Support automated publishing working sessions
Developer	Implement preferred site design (template)

Acceptance Criteria

Customer shall have five (5) business days commencing on the completion of each milestone of the Program under the Program Plan to either accept the Deliverables or provide Socrata a list of Nonconformities. “Nonconformities” shall mean a material failure of the deliverables to substantially



comply with the terms of this SOW. Upon receipt of the Customer list of Nonconformities, if any, Socrata shall have fifteen (15) business days to correct any such Nonconformities. Upon Socrata's receipt of the corrected Socrata Deliverables the process of acceptance shall be repeated as set forth above until (i) Customer accepts Socrata Deliverables or, (ii) the Socrata Deliverables having failed on two (2) subsequent occasions to substantially comply with the terms of the SOW, Customer shall have the right, in its reasonable discretion to (a) request Socrata submit a corrective action plan within five (5) business days outlining measures to ensure substantial compliance or, (b) reject the Services and terminate this SOW. If Customer does not notify Socrata in writing of its acceptance, or provide a list of Nonconformities as set forth above the Socrata Deliverable shall be considered to be accepted by Customer.

Socrata will reallocate resources to another program due to material delays caused solely by Customer during any Program Phase. Socrata will not be liable for failure to meet Program Plan timelines delays caused by Customer or by reallocation of resources due to such Customer delays.

Socrata shall also have five (5) business days commencing on the completion of the applicable milestone activity to certify that a Customer deliverable (if any) was performed substantially in accordance with the SOW. The parties shall follow the same acceptance process noted above until the deliverables are substantially in accordance with this SOW.

Completion Criteria

Socrata will have fulfilled its obligations under this SOW and our Agreement when any one of the following first occurs:

1. Socrata accomplishes the activities described in Program Implementation Approach section and Tasks including delivery to Customer of the deliverables defined in each stage;
2. Socrata provides the number of estimated hours of Services specified in Level of Effort or in any subsequent Change Authorization, or
3. Customer or Socrata terminates the Program in accordance with the provisions of the Agreement, or
4. The expiration date of the Services as set forth in the relevant Agreement.

Estimated Schedule

The Services will be provided on dates mutually agreed and confirmed by Customer. Customer agrees to provide the Socrata Program Manager or assigned consultant a minimum of five (5) business days prior written notice to request a change to the estimated delivery schedule once it has been confirmed during the planning period.

Travel Costs

Socrata will invoice you monthly for actual travel and living expenses as incurred, other reasonable expenses incurred in connection with the Services, and applicable taxes, if any. While working on-



site at the Customer's facility, Socrata Consultants will work with the Customer team to maximize time spent working on the Project. A standard travel week begins with the first reasonably available departing flight Monday morning and the last reasonably available returning flight on Friday afternoon unless other arrangements are previously agreed in writing with the Customer. The following terms outline the Socrata travel policy:

- Socrata will attempt to purchase airline tickets 14-21 days in advance of the scheduled on-site visit as scheduling allows and will book coach, non-refundable fares.
- Socrata will reserve reasonable lodging as close to the Customer's facility as possible and will request Customer discounted rates whenever they are available including using the GSA rates.
- Rental cars will be utilized only when alternative forms of ground transportation (e.g. taxi or shuttle) does not provide reasonable access to Customer site or to nearby meals and lodging and consultants will book economy or intermediate cars at the lowest cost possible. In the event more than one consultant is assigned to work on-site at the Customer's facility, they will share one rental vehicle.
- Meals and other reasonable miscellaneous costs will be within GSA guidelines (accessible [here](http://www.gsa.gov/portal/category/26429): <http://www.gsa.gov/portal/category/26429>).
- Time spent en-route to or from the Customer site is not billable to the Customer.
- Socrata will review the Customer's travel policy, if requested, and if the Customer travel policy is agreed to, will attach the policy as an addendum to this SOW and adhere to the terms of that policy.
- In the event other travel terms and conditions are agreed between Socrata and the Customer those terms will be added to this SOW as an addendum.

Consulting Estimate

This project will be conducted on a time and materials, not to exceed basis. The deliverables given in this document are guidelines and can be flexed to accomplish goals within the defined Program scope but shall not exceed a total of 20 days of Socrata consulting time.

The estimated professional services charges for this SOW are exclusive of any travel and living expenses (Previous Section – Travel Costs outlines the Socrata standard travel policy), other reasonable expenses incurred in connection with the Services, and any applicable taxes. All Services are non-refundable, non-cancelable and non-returnable. Payment terms are defined in the executed Socrata License Agreement or Services agreement defined within this SOW.

This offer shall expire on thirty days from date of submission to Customer.

Each of us agrees that the complete agreement between us regarding this transaction consists of 1) the Statement of Work and 2) the referenced Agreement identified above. This SOW, together with other related attachments, amendments, work orders or change orders subsequently agreed to in writing by the parties, constitutes the entire SOW between the Parties and supersedes any prior agreements, oral or written, pertaining to the subject matter hereof.

Appendix A – Project Change Management Procedure

The following process will be followed if a change to this SOW is required.

- o A Project Change Request (PCR) will be the vehicle for communicating change. The PCR must describe the change, the rationale for the change and the effect the change will have on the project.
- o The designated Project Manager of the requesting party will review the proposed change and determine whether to submit the request to the other party.
- o Both Project Managers will review the proposed change and recommend it for further investigation or reject it. Socrata will specify any charges for such investigation. A PCR must be signed by authorized representatives from both parties to authorize investigation of the recommended changes. Socrata will invoice Customer for any such charges. The investigation will determine the effect that the implementation of the PCR will have on price, schedule and other terms and conditions of the Agreement. The parties agree that no PCR shall be rejected unreasonably, and, in the case of any such rejection, the reasons for the rejection shall be provided to the other party.
- o A written Change Authorization and/or PCR must be signed by authorized representatives from both parties to authorize implementation of the investigated changes. Until a change is agreed in writing, both parties will continue to act in accordance with the latest agreed version of the SOW.